INFORMATION SYSTEMS SUPERVISOR

DEFINITION

Under general direction; to supervise, assign, coordinate, review and participate in the work of staff responsible for Information Systems; to perform a variety of duties involved in providing analytical and technical support to County Departments in the area of Information Systems; to define and analyze work systems to determine the feasibility of adapting them to data processing; to design new work systems and make modifications to those already existing; to develop and implement training curriculum for County staff in the use and understanding of computer equipment and software; to consult with the Computer Review Committee regarding the feasibility and priorities of automating various County functions; and to do related work as required.

SUPERVISION EXERCISED

Exercises direct supervision over lower level staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Conducts feasibility studies to determine applicability of automated office systems; interviews requesting department personnel and prepares preliminary data processing system design to determine objectives, technical, and cost feasibility and alternatives; prepares block diagrams and flow charts to indicate operations to be performed from initial stages to the completion of the job; translates flow chart steps into coded instructions for movement of data; develops product evaluations and prepares recommendations regarding hardware and software purchase and utilizations; works with departments to determine the most appropriate hardware and software; evaluates and modifies existing software to take into account changes in systems requirements and equipment configurations; maintains current data and knowledge of vendor and industry technology for implementation and use of latest software capabilities; provides user departments with technical support in microcomputer usage and standards; acts as liaison with vendors on technical matters; develops and conducts training sessions relating to computer terminals, personal computers, and software usage; tests and installs computer terminals, personal computers and software; prepares correspondence and reports; answers day to day technical questions asked by user departments about computer equipment and software used by the County; troubleshoots computer hardware, software, and communications problems; makes hardware repairs or arranges for repair of computer equipment and hardware components; trouble shoots problems in local area network work stations and file services; provides project management and planning support for computer systems acquisitions and implementation; advises and consults with the Computer Review Committee in reviewing and evaluating department requests for automation; work with Purchasing Department in reviewing and evaluating vendor responses to requests for bids for computer hardware and software; supervises, assigns, coordinates and reviews the work of subordinate staff.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Management information methods and procedures.
Principles and methods of systems and procedures analysis.
Principles, capabilities, and limitations of data processing systems.
Financial accounting principles.
Principles and techniques of computer hardware, hardware assembly, programming, operating systems, and software packages such as word processing, spreadsheets, databases, graphics, and communications.
Personal computer system operations and equipment capabilities.
Principles and techniques of computer programming in an appropriate language.
Training and teaching methods.
Local Area Networks and Wide Area Networks.
Principles of blocking, diagramming, and coding.
Principles of project management and systems implementation.
Principles of supervision, training and performance evaluation.

Skill to:

Operate a variety of modern office equipment including computer equipment and peripherals.

Ability to:

Collect information, establish facts, and draw valid conclusions on problems such as designing data processing systems.
Express abstract and or technical concepts in terms understood by non-technical staff.
Develop and conduct workshops to instruct staff in basic use of computers, terminals, and specific software applications.
Use microcomputer packages, such as work processing, database, spreadsheets, terminals, and network communications.
Plan and organize work to meet schedules and deadlines.
Perform responsible and difficult analytical work involving the use of independent judgment and personal initiative.
Write analytical reports of justification for data processing projects.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:
Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of increasingly responsible computer systems and programming experience.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major course work in information systems, computer science or a related field.

Special Requirements:
Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment with some ability to sit, stand, walk, kneel, stoop, twist, and lift 25 lbs.; exposure to electrical hazards; ability to travel to different sites and locations.

Effective Date: February, 2000